

Position Title: ICT Project Officer - Redevelopment

Campus: Grampians Health Ballarat

Portfolio: Chief Financial Office

Directorate: Digital Health

Reporting to: Direct: Redevelopment ICT Program Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 4 (HS4)

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The \$655 million Ballarat Base Hospital Redevelopment - Ballarat's biggest infrastructure project - is underway. The redevelopment will deliver a new multi-level tower and main entrance off Sturt Street, a new emergency department with an integrated mental health, alcohol and other drugs hub, a new helipad, a new woman and children's hub and an extra 100 inpatient and short stay beds. Once completed, the upgraded hospital will have the capacity to treat at least 18,000 more emergency patients and an extra 14,500 inpatients per year. Construction of the final stage is underway, which includes the new hospital tower. The redevelopment is on track for completion in 2027.

The ICT Project Officer - Redevelopment provides administrative, coordination and reporting support to the Redevelopment ICT Program Manager and project team to plan, track and deliver BBHR ICT work packages that enable operational commissioning, service readiness and transition to business-as-usual Digital Health support. The role maintains work package schedules, registers, action logs, documentation and stakeholder communications across BBHR ICT workstreams, including infrastructure, network and connectivity, systems integration, communications, end-user technology, testing, cutover readiness and handover activities.

Working with Digital Health teams, Capital team, operational commissioning team, vendors, contractors and partner stakeholders, the role supports visibility of progress, dependencies, risks, issues, decisions, procurement actions and transition-to-operations requirements.

KEY ACCOUNTABILITIES

- Coordinate ICT project activities and deliverables across the Redevelopment program, in line with agreed timelines, budgets, quality standards and the Project Plan.
- Provide project administration support, including meeting coordination, agendas, minutes, action tracking, enquiries, correspondence, presentations and reports.
- Maintain project registers, databases, status reports, schedules, risks, issues and other project documentation.
- Support project analysis, background research, process improvement and use of project tools to improve team productivity and reporting quality.
- Maintain effective stakeholder relationships and support collaboration across Redevelopment ICT, capital works, clinical, operational, vendor and partner teams.
- Support project establishment activities, including onboarding, induction, team structure updates and SharePoint administration.
- Maintain project cost allocation records and liaise with Finance to support invoicing, budget tracking and expenditure reporting.

KEY SELECTION CRITERIA

Qualifications and Experience

- Demonstrated experience in providing a broad range of administrative and project support services to senior level management on large infrastructure, ICT or capital works projects in complex environments.
- A solid understanding of ICT concepts, hardware, software, networks, infrastructure, end-user technology and systems integration within a healthcare or major project environment.
- ITIL certification
- Project Management qualifications (e.g., PMP, Prince2, Agile / Scrum certificates) are highly desirable (or working towards).
- Experience working within health would be an advantage.

Technical/Professional Knowledge and Skills

- Demonstrated ability in using Microsoft Office applications (e.g. Project, MS Teams, Word, Excel, PowerPoint, SharePoint, Visio, etc.) to an advanced level and possess sound computer skills.
- Familiarity with project management tools such as MS Project, Planner, Jira, or similar platform for task management and tracking.

- Previous experience using Project Monitoring and Reporting Systems (PMRS) would be an advantage.
- Demonstrated ability to research, design and develop tasks and activities

Work Environment

- Work on site (Ballarat Base Hospital) with the ability to work remotely if required.
- Reliable transport and the ability to work between various worksites across Grampians Health.

Personal Attributes

- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.

Interpersonal Skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centered approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centered care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children. Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status.

Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive. Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.